Business Licensing Automation Acceptance Plan

AMIR II Achievement of Market-Friendly Initiatives and Results

October 2005
This document was produced for review by the United States Agency for International Development. It was prepared by Chemonics International Inc.

JORDAN AMIR II

Achievement of Market-Friendly Initiatives and Results

Contract No. 278-C-00-02-00210-00

Contract No.:	278-C-00-02-00210-00-AJ-S
Contractor Name:	Chemonics International, Inc.
USAID Cognizant Technical Office:	Office of Economic Opportunities USAID Jordan
Date of Report:	*October 2005*
Document Title:	*Municipality of Greater Madaba* *Business Licensing Automation Acceptance Plan* *FINAL*
Author's Name:	*Osamah Yacoub, Sawsan Taqali – AlliedSoft* *Lara Demirjian – Al-Jidara*
Activity Title and Number:	Achievement of Market-Friendly Initiatives and Results Program (AMIR Program) *Municipality Business Licensing Automation* *ICTI Component* *432.12 Municipality Business Licensing Automation*

Business Licensing Automation Acceptance Plan
Final
October 2005

Name of Component: ICTI Component

Author(s):

Sawsan Taqali and Osamah Yacoub – AlliedSoft
Lara Demirjian – Al-Jidara

Practice Area: N/A

Service Offering: N/A

Abstract

This Acceptance Plan document aims to detail the points and procedures based on which the BLA application will be considered successfully delivered to MoGM. The purpose of the document is to define what it means for the deliverables to be considered complete and correct. When those terms are met, it is expected that the client will be satisfied and will officially accept the deliverables.

This Acceptance Plan deals only with the BLA application. The Web site is just a static informational site and hence does not need an elaborate acceptance plan. It will be reviewed by the client, comments will be received and incorporated, and then web site acceptance will be ensured.

List of Abbreviations and Acronyms

BLA	Business Licensing Automation
LAN	Local Area Network
MoGM	Municipality of Greater Madaba
SRS	Software Requirements Specification
SDS	Software Design Specification
UAT	User Acceptance Test
UI	User Interface

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Revision History

Version	Revised By	Date	Comments
1.0	Osamah Yacoub, AlliedSoft	October 27, 2005	Latest draft approved by Al-Jidara.
0.5	Osamah Yacoub, AlliedSoft	October 26, 2005	Incorporated received feedback.
0.4	Osamah Yacoub, AlliedSoft	October 11, 2005	Project Management finalized prior to soliciting feedback from AMIR and Al-Jidara.
0.3	Tarek Dweik, AlliedSoft	October 9, 2005	Systems Architecture finalized.
0.2	Sawsan Taqali, Alliedsoft	October 2, 2005	Quality Control finalized.
0.1	Sawsan Taqali, Alliedsoft	September 18, 2005	Initial Draft.

1 Executive Summary

The Municipality of Greater Madaba (MoGM) Business Licensing Automation (BLA) project has two objectives. The first objective is to develop an interactive web-based workflow application through automating internal workflow and processes of professional license issuance/renewal within the MoGM organization. This entails the development of the BLA software application tailored according to the business needs of MoGM. The second objective is to develop the MoGM static Web site, to include a complete guide to professional license issuance/renewal processes as well as the related necessary forms available online thus realizing the one-stop-shop online service of business establishment.

This Acceptance Plan document aims to detail the points and procedures based on which the BLA application will be considered successfully delivered to MoGM. The purpose of the document is to define what it means for the deliverables to be considered complete and correct. When those terms are met, it is expected that the client will be satisfied and will officially accept the deliverables.

This Acceptance Plan deals only with the BLA application. The Web site is just a static informational site and hence does not need an elaborate acceptance plan. It will be reviewed by the client, comments will be received and incorporated, and then web site acceptance will be ensured.

This document details the points and procedures upon which the BLA application will be considered successfully delivered to MoGM by specifying the following:

- UAT participants
- Deliverables, evaluation methods, acceptance criteria, and acceptance schedule
- Hardware, software, documentation, personnel, test data, and training needed to carry out UAT
- Defect resolution and corrective action procedures
- Acceptance procedures
- Evaluation checklists

2 Introduction

The Municipality of Greater Madaba (MoGM) Business Licensing Automation (BLA) project has two objectives. The first objective is to develop an interactive web-based workflow application through automating internal workflow and processes of professional license issuance/renewal within the MoGM organization. This entails the development of the BLA software application tailored according to the business needs of MoGM. The second objective is to develop the MoGM static Web site, to include a complete guide to professional license issuance/renewal processes as well as the related necessary forms available online thus realizing the one-stop-shop online service of business establishment.

2.1 Document Purpose

This Acceptance Plan document aims to detail the points and procedures based on which the BLA application will be considered successfully delivered to MoGM. The purpose of the document is to define what it means for the deliverables to be considered complete and correct. When those terms are met, it is expected that the client will be satisfied and will officially accept the deliverables.

2.2 Scope

This Acceptance Plan deals only with the BLA application. The Web site is just a static informational site and hence does not need an elaborate acceptance plan. It will be reviewed by the client, comments will be received and incorporated, and then web site acceptance will be ensured.

2.3 References

The following documents are referenced in this Acceptance Plan.

1. BLA SRS v. 1.1 (final; dated September 22 2005)
2. BLA SDS (to be published later)
3. BLA Test Plan (to be published later)

2.4 Overview

Acceptance is the process of turning over work and assuming completeness of the Web-based MoGM BLA project. This document details all the basic Functional and Non Functional Requirements requested by the (MoGM), and makes sure that they are met within the final delivery. Therefore, it is expected from this plan to provide output on the software state, existing issues or concerns found and how it is going to be managed.

This document identifies the items that will be checked for acceptance at the completion of the project. The key factor is to verify implementation to requirements and proper operation of the application. The acceptance completes with the client's official approval of all the deliverables.

It is important to note that this document outlines a very high level view of the system functionality; detailed functions of the system can be viewed by referring to corresponding SRS, and SDS document. So, acceptance of the MoGM will be dependant on the accomplishment of the whole system functions mentioned briefly here.

3 Participants

This section identifies the responsibilities of both the client and the development team in preparing and performing the product acceptance activities.

The following individuals need to be present and/or accessible during the acceptance period. Any other participants required for successful acceptance will also be present and/or accessible.

Participant	Organization	Role
Lara Demirjian	Al-Jidara	Project Manager representing MoGM.
Head of Municipality; Finance Manager	MoGM	Represent MoGM business leaders.
Application End Users	MoGM	Represent day-to-day users of the BLA application.
Application Administrator(s)	MoGM	Represent day-to-day administrators of the BLA application.
LAN Administrator(s)	MoGM	Represent day-to-day administrators of the MoGM LAN.
Fuad Bajjali; Osamah Yacoub	AlliedSoft	Development team Project Manager and Systems Analyst.
Sawsan Taqali	AlliedSoft	Development team Quality Control officer.
Tarek Dweik	AlliedSoft	Development team Systems Architect.
As'ad Al-Masri	AlliedSoft	Development team LAN administrator.

4 Acceptance Tasks

4.1 Acceptance Criteria

The acceptance criteria for the BLA application are shown below. These include functional requirements, user interface, non functional requirements, and documentation requirements acceptance criteria.

Checklists for verifying these criteria are found in the section Artifact Evaluation below.

4.1.1 Functional Requirements

The following lists the functional requirements that will be supported by the BLA application.

Requirement Number	Acceptance Criteria
BFN01	Secure logon for each user.
BFN02	The system provides an audit trail of each date/time of each action by each user.
BFN03	Various levels of permissions are implemented based on user groups. The business needs are served by providing three (3) levels of permissions: 1. Clerk user 2. Processor user 3. Admin or super user
BFN04	A “Clerk User” is able to enter applications/ renewals into the system. The form is similar to the paper form for ease of data entry.
BFN05	The Clerk can see a “status list” of all application under processing and has the ability to click on any application and see the entire of history of processing for the selected application. The interface makes it easy for the clerk to assist the applicant in letting them know the status of their license.
BFN06	Each processor user is allowed to perform “Approval”/”Disapproval”/”Pending Action” for each application.
BFN07	The system requires an explanation of “Disapproval” actions.
BFN08	The system allows for the recording of any required “Pending Action” that needs to be fulfilled by applicant (such as “Needs to pay traffic ticket XX JD”).
BFN09	An “Admin” user has the capability to easily research the history of the processing of any application in the system. The user has a sortable and filterable list of all applications and the ability to select one to see the details of the processing for the selected application.
BFN10	The “Admin” user is also able to produce summary and detail reports showing the workflow productivity of each type of application that can be utilized to help continue the improvement of processing of licenses.

Requirement Number	Acceptance Criteria
BFN11	The application automatically generates a serial number (Tracking Number) to be given to a new applicant who is new to the system or who has never had a license issued before. This number can be used to reference and track the application. Once a license has been issued, renewal of this license is tracked using the License Number.
BFN12	The following reports are provided: 1. Business License 2. Financial receipt voucher 3. Tracking Slip with required steps and documents for each business category 4. Status Report of a particular application while in progress 5. Usage/ productivity reports Other types of reports agreed upon during the Design Phase are provided.
BFN13	The needed "Verification" functionalities are added to the system.
BFN14	The needed functionality to support Health Inspection procedures for the professions that require a health inspection prior to issuing a professional license.
BFN15	The generated license number is based on two digit year number, two digit month number, two digit day number – three digit serial number that reset on daily basis.
BFN16	A "Tracking Slip" can be printed to give to an applicant that includes the Tracking Number and a list of steps and required documents needed to obtain the professional license.
BFN17	The synchronization of professions, pre-approvals, and fees is properly implemented.

4.1.2 User Interface

The MoGM BLA application user interface will adhere to best practice standards for Web applications' usability and consistency; furthermore, the following attributes are to be provided.

Attributes
The application has a web based system architecture.
Each page has a title indicating its function.
No misspelled words or inconsistent labels.
Consistent, logical and easy navigation flow.
Application windows have consistent look and feel.
Error messages (if applicable) are useful, accurate, clear, and direct the user to a solution.
The sole language on the user interface will be Arabic. Also, data will be stored in Arabic.
UI look and feel based on best practices of UI design.
The servers and client PCs operating systems LAN settings are configured according to the requirements of the BLA application.
No misleading functionalities or messages.

4.1.3 Non Functional Requirements

The following lists the non functional requirements that will be supported by the BLA application.

Requirement Number	Acceptance Criteria
BST01	The sole language on the user interface is Arabic. Also, data can be stored in Arabic.
BST02	UI look and feel based on best practices of UI design.
BST03	Application is very easy to use for MoGM end users.
BST04	The application has a web based system architecture.
BTR01	User Training for the employees that will be using this system: • Training for maximum of 15 employees. • At least 8 hours divided over 2 days. • Training is conducted at MoGM premises.
BST02	System Admin Training for the IT resource that will be managing and configuring the system: • Training for maximum of three (3) Administrators. • At least 8 hours divided over 2 days. • Training is conducted at MoGM premises.
BDO01	User Manual – Arabic: targeted to inform the end users how to use the system.
BDO02	System Admin Manual – English: targeted to the IT resource that will be managing and configuring the system.
LAN01	Configure the servers and client PCs operating systems LAN settings according to the requirements of the BLA application.

4.1.4 Documentation Requirements

The following lists the documentation requirements for the BLA application.

Document	Acceptance Criteria
Software Requirements Specifications (SRS)	The document covers the following topics: • Assumptions and Dependencies • High level System Architecture • Functional Requirements • Non Functional Requirements
Software Design Specification (SDS)	The document covers the following topics: • Use Case Specifications • Database Design • Software Design • Recommended Hardware Specifications • Hardware/Software Security Design
Acceptance Plan	The document defines the criteria that will govern the basis upon which the client is ready to accept the final delivery of the system.

Document	Acceptance Criteria
End User Manual	End User Documentation (Arabic only) to inform the end users how to use the system.
System Admin Manual	Admin Documentation (English only) showing how to setup and configure the BLA application.
Source Code	Complete application source code is delivered on a CD-ROM.

4.2 Physical Deliverables

The artifacts that are to be delivered to and accepted by the client resulting from the work on this project are identified and list here.

#	Artifact	Media
1	Requirements & Analysis Document	• Word document or PDF file • Hardcopy
2	Prototype	Source code and executables on CD
3	Software Design Specification Document	• Word document or PDF file • Hardcopy
4	Software	Source code and executables on CD
5	User & Admin Manuals	• Word document or PDF file • Hardcopy
6	Acceptance Test Plan	• Word document or PDF file • Hardcopy
7	LAN Configuration	N/A
8	User & Administrator Training	Onsite hands-on training
9	Software Deployment & Completion	N/A

4.3 Evaluation Methods

For each artifact identified in the Physical Configuration, the evaluation methods and the level of detail that will be used to determine if it meets the product acceptance criteria are identified.

#	Artifact	Evaluation Method
1	Requirements & Analysis Document	Document is inspected to ensure that it enumerates the functional and non-functional requirements that were to be provided by the system.
2	Prototype	Prototype is reviewed to ensure that it demonstrates the system's structure, look-and-feel, and main functions for the purpose of receiving feedback.
3	Software Design Specification Document	Document is inspected to ensure that it specifies the software design, including recommended hardware specifications and hardware/software security design.
4	Software	• Ensure that Windows 2003 Server Standard Edition is properly installed on the server(s).

#	Artifact	Evaluation Method
		• Ensure that SQL Server 2000 Standard Edition is properly installed on the server(s). • Perform UAT using the Test Plan to ensure that the BLA application software indeed meets the requirements of the system as specified in the SRS and any approved change requests.
5	User & Admin Manuals	Documents are inspected to ensure that they describe how to use and administer the system.
6	Acceptance Test Plan	Document is inspected to verify that the Test Plan ensures that system requirements are fulfilled.
7	LAN Configuration	Municipality LAN is inspected to make sure it configured as required for the Business Licensing Automation System.
8	User & Administrator Training	Feedback is solicited from the trainees to ensure their satisfaction.
9	Software Deployment & Completion	All artifacts have been delivered and accepted, and client signoff is obtained.

4.4 Schedule

Following is the currently estimated schedule for user acceptance.

Task	Estimated Duration (work-days)	Estimated Start	Estimated Finish
Deploy & Final Acceptance	25	11/15/05	12/20/05
Configure MoGM LAN	3	11/15/05	11/17/05
Deploy at MoGM	2	11/20/05	11/21/05
Acceptance Testing	5	11/30/05	12/7/05
Final Release	2	12/7/05	12/11/05
Training	7	12/11/05	12/20/05
Content Management Training	1	12/11/05	12/12/05
BLA User Training	5	12/11/05	12/18/05
BLA Admin Training	2	12/18/05	12/20/05
Final Acceptance	0	12/20/05	12/20/05

5 Resources Needed for Acceptance

5.1 Hardware Needs

5.1.1 Server(s)

Following are the minimum server requirements.

	DB Server	Application Server
Processor	1 x Intel Xeon 3.0 GHz/800 MHz-1MB L2	1 x Intel Xeon 3.0 GHz/800 MHz-1MB L2
Processor Capacity	2	2
RAM	1 GB PC2700 DDR	1 GB PC2700 DDR
RAM Capacity	8 GB	8 GB
Storage Controller	Integrated Dual Channel Ultra320 SCSI	Integrated Dual Channel Ultra320 SCSI
Hard Drive	36 GB Ultra 320 SCSI non-hot plug 15,000 RPM	36 GB Ultra 320 SCSI non-hot plug 15,000 RPM
Networking	Onboard Gigabit NIC	Onboard Gigabit NIC

One server with the following minimum requirements can also be used.

	DB and Application Server
Processor	1 x Intel Xeon 3.0 GHz/800 MHz-1MB L2
Processor Capacity	2
RAM	2 GB PC2700 DDR
RAM Capacity	8 GB
Storage Controller	Integrated Dual Channel Ultra320 SCSI
Hard Drive	72 GB Ultra 320 SCSI non-hot plug 15,000 RPM
Networking	Onboard Gigabit NIC

5.1.2 Client PC

All client PCs are required to be IBM compatible PCs.

For PCs running Windows 98 (Arabic Enabled), the following minimum specifications are required.

Processor	1 x Intel P3 700 MHz (or equivalent)
RAM	256 MB SD-RAM
Hard Drive	20 GB IDE
Networking	10/100 NIC

For PCs running Windows 2000 or Windows XP (Arabic Enabled), the following minimum specifications are required.

Processor	1 x Intel P4 1.4 GHz (or equivalent)
RAM	256 MB SD-RAM
Hard Drive	20 GB IDE
Networking	10/100 NIC

5.2 Software Needs

The following software must be installed on the server(s) in order to run the BLA application.

Server	**Profile**
Operating System	Microsoft Windows 2003 Server Standard Edition
Web Browser	Microsoft Internet Explorer 6.0 with service pack 1
Data Base	Microsoft SQL Server 2000
Web Server	Internet Information Services (IIS) 6.0

All PCs must have Microsoft IE 6.0 web browser with service pack 1 installed.

5.3 Documentation Needs

The following documents are necessary to carry out the acceptance.

1. Acceptance Plan (this document)
2. UAT Test Plan
3. User Manual
4. Administrators Manual (including LAN configuration documentation)
5. Training material

The following documents should be available for supporting the acceptance.

1. SDS
2. SRS

5.4 Personnel Needs

Refer to section Participants above.

5.5 Test Data Needs

The same test data utilized for AlliedSoft's System and Integration Testing can be used for UAT. However, it becomes even more important for realistic and representative data to be used during UAT so the end users and the business representatives can relate to it.

5.6 Training Needs

Training is expected to take place on-site at MoGM. The training venue is expected to have the needed client PCs and functioning LAN connectivity to the application and database server(s).

6 Defect Resolution and Corrective Action

This section describes the procedures for reporting and handling defects identified during the Acceptance activities.

6.1 Classifying Defects

A defect is defined as a non-conformance to system requirements as specified in the SRS, or non-conformance to mutually agreed changes. No major defects (classified as High or Medium) should be discovered during UAT.

Defects – also referred to as "bugs" – will be prioritized according to the following classification:

Defect Classification	Failure Description	Expected Actions
High	• The defect results in the failure of the complete software system, of a subsystem, or of a software unit (module) within the system • Data Integrity errors • Defect resulted in a system failure.	Fix and test immediately.
Medium	• The defect does not result in a failure, but causes the system to produce incorrect, incomplete, or inconsistent results, or the defect impairs the systems usability. • Non functional errors.	Fix and test ASAP.
Low	• The defect is the result of non-conformance to a standard, is related to the aesthetics of the system, or is a request for an enhancement. Defects at this level may be deferred to a future release.	Fix if time permits, record for future enhancement or Change Request.

6.2 Procedure for Defect Resolution

The following procedure will be used for reporting defects and requesting corrective action:

- MoGM reports the bug or defect encountered to AlliedSoft project manager (PM).
- The PM acknowledges receipt of reported bug.
- The reported bug is verified by the development team, investigated, and feedback is sent.
- Verified bugs are processed based on the matrix mentioned in section Classifying Defects above.

Note:

- All types of bugs will be accepted during UAT and prior to final official acceptance.
- Only bugs classified as High or Medium will be accepted within 30 working days from final official acceptance.
- No bug reports will be accepted after 30 working days from final official acceptance.

7 Acceptance Environment

As part of this project's scope, AlliedSoft will configure the operating systems and LAN according to the requirements of the BLA application.

The following assumptions are made and they are not part of AlliedSoft scope for this project.

1. Servers and client PCs are unpacked and placed in their proper locations on site at MoGM.
2. Client PCs have the required operating system already installed.
3. Network connectivity (routers, switches, hubs, etc.) are already installed and properly configured.
4. Proper network cables (CAT-5 or 6) are properly laid out and functioning.
5. Network outlets (RJ-45) are properly installed and functioning.

8 Acceptance Procedures

Procedures that are to be used when performing the Acceptance activities are discussed here.

8.1 General Process for Approval

The following is the general process that should be carried out to accept the deliverables.

1. Verify that the participants detailed in section Participants above are available.
2. Invite the participants and arrange for a schedule to conduct steps 4, 5 and 6.
3. Arrange with the client the expected start date for training.
4. Handover all documents listed in section Documentation Requirements above.
5. The UAT environment as specified in sections Resources Needed for Acceptance and Acceptance Environment is ready.
6. All defects marked as “High” and “Medium” priority during the System Testing Phase have been fixed and tested.

8.2 Functional Requirements Approval

The following procedure is to be used for accepting the application’s functional requirements.

1. The testing and approval of the functional requirements will be done on the UAT environment.
2. The UAT environment as specified in sections Resources Needed for Acceptance and Acceptance Environment is ready.
3. The functional requirements will be tested by executing the system test cases (specified in the Test Plan document).
4. Representatives from MoGM must be present to view and monitor the UAT.
5. All discovered defects will be classified and handled according to their classifications (see section Classifying Defects above for details).

8.3 Non Functional Requirements Approval

The following procedure is to be used for accepting the application’s non functional requirements.

1. Verify application security.
2. Verify application “user friendliness” and flexibility is in accordance with the requirements and design of the system.
3. Verify system documentation is accurate and complete.
4. Verify training was of value and met client requirements.

8.4 Deliverable Documents Approval

The following procedure is to be used for accepting deliverable documentation.

1. Hard copies and soft copies of all deliverable documents are handed to the client.
2. Any feedback regarding the delivered documentation should be sent to AlliedSoft within five (5) working days after delivery. If no feedback is received during this period, the documents will be considered approved.

3. The updates on the delivered documentation will be completed within five (5) working days.
4. The above steps can be repeated once to finalize the documentation.
5. Client approves the final delivered documentation within two (2) working days, otherwise documentation is considered approved.

9 Artifact Evaluation Checklists

This section contains checklists that can assist during acceptance for Functional Requirements, User Interface, and Non Functional Requirements.

9.1 Functional Requirements Checklist

Requirement Number	Acceptance Criteria	Check	Comments/Action
BFN01	Secure logon for each user.		
BFN02	The system provides an audit trail of each date/time of each action by each user.		
BFN03	Various levels of permissions are implemented based on user groups. The business needs are served by providing three (3) levels of permissions: 4. Clerk user 5. Processor user 6. Admin or super user		
BFN04	A "Clerk User" is able to enter applications/ renewals into the system. The form is similar to the paper form for ease of data entry.		
BFN05	The Clerk can see a "status list" of all application under processing and has the ability to click on any application and see the entire of history of processing for the selected application. The interface makes it easy for the clerk to assist the applicant in letting them know the status of their license.		
BFN06	Each processor user is allowed to perform "Approval"/"Disapproval"/"Pending Action" for each application.		
BFN07	The system requires an explanation of "Disapproval" actions.		
BFN08	The system allows for the recording of any required "Pending Action" that needs to be fulfilled by applicant (such as "Needs to pay traffic ticket XX JD").		

Requirement Number	Acceptance Criteria	Check	Comments/Action
BFN09	An "Admin" user has the capability to easily research the history of the processing of any application in the system. The user has a sortable and filterable list of all applications and the ability to select one to see the details of the processing for the selected application.		
BFN10	The "Admin" user is also able to produce summary and detail reports showing the workflow productivity of each type of application that can be utilized to help continue the improvement of processing of licenses.		
BFN11			
BFN12	The following reports are provided: 1. Business License 2. Financial receipt voucher 3. Tracking Slip with required steps and documents for each business category 4. Status Report of a particular application while in progress 5. Usage/ productivity reports Other types of reports agreed upon during the Design Phase are provided.		
BFN13	The needed "Verification" functionalities are added to the system.		
BFN14	The needed functionality to support Health Inspection procedures for the professions that require a health inspection prior to issuing a professional license.		
BFN15	The generated license number is based on two digit year number, two digit month number, two digit day number – three digit serial number that reset on daily basis.		

Requirement Number	Acceptance Criteria	Check	Comments/Action
BFN16	A "Tracking Slip" can be printed to give to an applicant that includes the Tracking Number and a list of steps and required documents needed to obtain the professional license.		
BFN17	The synchronization of professions, pre-approvals, and fees is properly implemented.		

9.2 User Interface Checklist

Attributes	Check	Comments/Action
The application has a web based system architecture.		
Each page has a title indicating its function.		
No misspelled words or inconsistent labels.		
Consistent, logical and easy navigation flow.		
Application windows have consistent look and feel.		
Error messages (if applicable) are useful, accurate, clear, and direct the user to a solution.		
The sole language on the user interface will be Arabic. Also, data will be stored in Arabic.		
UI look and feel based on best practices of UI design.		
The servers and client PCs operating systems LAN settings are configured according to the requirements of the BLA application.		
No misleading functionalities or messages.		

9.3 Non Functional Requirements Checklist

Requirement Number	Acceptance Criteria	Check	Comments/Action
BST01	The sole language on the user interface is Arabic. Also, data can be stored in Arabic.		
BST02	UI look and feel based on best practices of UI design.		
BST03	Application is very easy to use for MoGM end users.		
BST04	The application has a web based system architecture.		
BTR01	User Training for the employees that will be using this system: • Training for maximum of 15 employees. • At least 8 hours divided over 2 days. • Training is conducted at MoGM premises.		
BST02	System Admin Training for the IT resource that will be managing and configuring the system: • Training for maximum of three (3) Administrators. • At least 8 hours divided over 2 days. • Training is conducted at MoGM premises.		
BDO01	User Manual – Arabic: targeted to inform the end users how to use the system.		
BDO02	System Admin Manual – English: targeted to the IT resource that will be managing and configuring the system.		
LAN01	Configure the servers and client PCs operating systems LAN settings according to the requirements of the BLA application.		

9.4 Documentation Requirements Checklist

Document Title	Acceptance Criteria	Check	Comments/Actions
Software Requirements Specifications (SRS)	The document covers the following topics: • Assumptions and Dependencies • High level System Architecture • Functional Requirements • Non Functional Requirements		
Software Design Specification (SDS)	The document covers the following topics: • Use Case Specifications • Database Design • Software Design • Recommended Hardware Specifications • Hardware/Software Security Design		
Acceptance Plan	The document defines the criteria that will govern the basis upon which the client is ready to accept the final delivery of the system.		
End User Manual	End User Documentation (Arabic only) to inform the end users how to use the system.		
System Admin Manual	Admin Documentation (English only) showing how to setup and configure the BLA application.		
Source Code	Complete application source code is delivered on a CD-ROM.		

Appendix – Acceptance Signoff

This is to certify that Allied Software (AlliedSoft) has successfully completed and delivered the Business Licensing Automation (BLA) System for the Municipality of Greater Madaba (MoGM), according to the agreed upon requirements and change requests.

The following deliverables were delivered and accepted by MoGM:

#	Name of Deliverable	Description
1	Requirements and Analysis Document	Document that enumerates the functional and non-functional requirements that will be provided by the system.
2	Prototype	A prototype that demonstrates the system's structure, look-and-feel, and main functions for the purpose of receiving feedback.
3	Software Design Specification Document	A document specifying the software design, including recommended hardware specifications and hardware/software security design.
4	Software	Software that meets the requirements of the system.
5	User & Admin Manuals	Documents describing how to use and administer the system.
6	Acceptance Test Plan	Test plan that ensures that system requirements are fulfilled.
7	LAN Configuration	Municipality LAN configuration as required for the BLA System.
8	User & Administrator Training	Training for users and administrators of the BLA application.
9	Software Deployment & Completion	Delivery, completion, and client signoff.

Authorized Signature on behalf of MoGM:

Signed: _____

Name: _____

Title: _____

Date: _____

Notes: _____

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Authorized Signature on behalf of AMIR:

Signed: _____

Name: _____

Title: _____

Date: _____

Notes: _____

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Authorized Signature on behalf of Al-Jidara:

Signed: _____

Name: _____

Title: _____

Date: _____

Notes: _____

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_____

Authorized Signature on behalf of AlliedSoft:

Signed: _____

Name: _____

Title: _____

Date: _____

Notes: _____

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